



June 2008

CODE COMPLIANCE OFFICER

DEFINITION

Under general supervision, performs a variety of routine to complex duties related to the City's code compliance program, including the identification, investigation, and initiation of corrective action for violations of the City's municipal, zoning, tree, development, nuisance, and signage codes; investigates complaints and seeks compliance through various methods, including the issuance of court citations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Planning Manager. Exercises no direct supervision of staff. Oversees volunteers.

CLASS CHARACTERISTICS

This is a full journey-level class that performs the full range of duties related to inspection and compliance activities required to ensure compliance with the City's municipal, zoning, tree, development, nuisance, and signage codes. Responsibilities include the authority to cite violators, initiate court proceedings, and represent the City in related court proceedings. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, application of codes, legal principles and standards, knowledge of departmental and City activities, and extensive staff, public, and organizational contact. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Receives, records, and investigates complaints from the public, staff, and outside agencies regarding violations of municipal codes, ordinances, standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and state regulations to establish whether a violation has occurred.
- Initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; provides information regarding code regulations to the public, staff, and outside agencies in person and via a variety of verbal and written correspondence.
- Prepares notices of violation or noncompliance and citations according to applicable codes and regulations and issues to property owners and other responsible parties by methods allowed by code.

- Meets with City planning, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other staff and code compliance personnel.
- Coordinates and conducts follow-up actions including the preparation of additional correspondence, site visits, and communication with property owners or other responsible parties and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at hearings.
- Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Provides information to violators, the general public, business community, and other government agencies regarding codes, laws, and ordinances; respond to questions, complaints, and inquiries.
- Drafts, prepares, recommends, and participates in revisions to City code and enforcement policies, procedures, techniques, and standards, as well as the department director's interpretation.
- Participates in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective code enforcement activities in compliance with City guidelines, standards, goals, and objectives.
- Updates and maintains the code enforcement website.
- Prepares and presents staff reports and presentations related to code compliance activities and services to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
- Provides for the selection, training, and oversight of volunteers working in conjunction with code enforcement activities and projects.
- Identifies needs and opportunities for education and training; creates materials as applicable for distribution, website, newspaper, presentation, or public access television.
- Establishes, creates, locates, and utilizes various tools for in-depth investigations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections, obtaining compliance, gathering evidence, and carrying through on court procedures.
- Basic requirements of municipal codes, ordinances, regulations, and procedures.
- Pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Safety equipment and practices related to the work, including possible encounters with and the safe handling of hazardous materials.
- Research and reporting methods, techniques, and procedures.
- Technical report interpretation, writing, and preparation of correspondence, presentations, and legal documents.
- Principles and procedures of record keeping.

- Modern office practices, methods, and computer equipment.
- Basic computer software related to work.
- Safe driving rules and practices.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public, including diffusing difficult situations, mediating differences, and negotiating compromises and settlements.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone, including working with highly agitated, confrontational, and difficult or dangerous persons and situations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Explain codes and regulations to property owners, residents, and others.
- Interpret, apply, draft, and explain Federal, State, and local laws, codes, and regulations.
- Understand and explain occupational hazards and standard safety practices necessary in the area of code compliance.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Research, analyze, and evaluate new code enforcement methods, procedures, and techniques.
- Identify and respond to issues and concerns of management and a variety of professional groups, commissions, and committees.
- Effectively represent the department and the City in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Monitor legislative and technological changes and recommend operational and code changes as appropriate.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Identify a prosecutable situation, prepare a legal case, and effectively represent the City in all court proceedings.
- Prepare clear and concise reports, correspondence, and other written materials.
- Work in stressful situations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines; work without supervision, independently, and/or in a collaborative environment.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and three (3) years of increasingly responsible code enforcement, legal, or applicable governmental experience.

Licenses and Certifications:

- Possession of a valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various City facilities and work sites; and to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and hazardous physical substances and fumes. Employees frequently work in stressful situations while interpreting and enforcing codes, departmental policies and procedures to difficult, confrontational, or upset staff and/or public and private representatives and contractors.